



**Hewlett Packard  
Enterprise**



## **Driving Results**

Committed, progressive partner moving the County forward through innovation and continuous improvement

**HP Enterprise Services' Response to the County of San Diego Request for Proposals (RFP) 7189 – Information Technology & Telecommunications Services**

**Final Submission**

**October 2016**

Volume I - Terms and Conditions

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## Executive Summary

In recent years, the County of San Diego has transformed the way residents and visitors receive valuable services, obtain information and interact with County officials. With successful efforts to provide digital government, mobility services, business continuity and workforce optimization, the County has been recognized as one of the nation's most technologically advanced counties, achieving numerous awards and accolades. Whereas recognition is notable, the beneficial impact to County employees, taxpayers and residents is what is truly impressive. HPES is proud to have been your partner over the past 10 years in this drive to achieve operational excellence.

HPES understands the County's mission to improve the lives of San Diegans through Safe Communities, Sustainable Environments, Healthy Families, and Operational Excellence. The technology foundation enabling the support of these initiatives relies on systems and services delivered and maintained by our team. Our approach and performance provides the County peace of mind that IT is being managed properly so you can focus on that noblest of motives, the public good.

We must also continue to address the challenges facing County residents, particularly those in danger of being disenfranchised, Veterans, foster children, the homeless, and those suffering from mental illness. We view our role in the County, not just in the context of technology, but as a key enabler to better business outcomes as you strive to "connect the unconnected."

San Diego County has a proud military heritage. Our team will implement programs to support military residents and returning Veterans. Working with groups such as Mission Edge San Diego (Three Wise Men), we will develop training programs tailored for military personnel with the goal of providing the technology skills required to be competitive in the job market.

The County has been successful in raising the "IT IQ" of County personnel. We embrace this concept and will, in collaboration with CTO and support from key providers like Adobe and Microsoft, deliver training programs for County personnel focused on transformative learning that will enable them to most effectively utilize the capabilities and functionality of software and services in which the County is investing.

Our approach to providing IT services to the County has always been to deliver the right solution at the best price, in line with County's strategic objectives. Our commitment is to build on that approach. We have strong relationships with top tier providers including EMC, Oracle and IBM. Whether a technology comes from a strategic partner or a perceived competitor, we will bring the best solution to the County to achieve the best business outcome. The delivery of reliable, predictable and quality results, with high end-user satisfaction, is of utmost importance to us. We are pleased to note that together with County CTO, we achieved the highest rating to date in the annual Gartner IT customer satisfaction survey, reaching the top category, "Best in Class".

Operational excellence requires the pursuit of continuous improvement. At all levels across our organization, our focus on problem solving, teamwork and leadership will ensure we consistently identify and seize opportunities to provide optimal results. The transformative specifics in our proposal provide mechanisms the County can leverage to foster new ways of thinking and spark creativity among our teams across the County, industry partners, and constituents. We will ensure a sound foundation from which the County can address current challenges as well as provide services to the next generation resident - one who is proactive, connected, and aspiring to contribute. Like the County, we believe that "Good Government Demands the Intelligent Interest of Every Citizen" and we will collaborate with the

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County to identify and implement technologies and programs to encourage that interest, and enable every citizen to be engaged.

Building on the vision established by the CTO, HPES developed a local Innovation Council. The council's charter is to address real business needs, increase efficiency and reduce County spend. Once a year, we host Innovation Day at the COC for all interested County users where these innovation ideas are showcased. Since 2014, the Innovation Council has presented 26 ideas, 10 of which have been implemented into production. These solutions have had a positive impact on County users and citizen-centric services.

HPES is honored to be a Live Well San Diego partner. Our commitment to the community is also demonstrated through engagements like election night support, fielding a team for the Live Well San Diego 5K, sponsoring and attending the State of the County address, and providing speakers and technical support for County events such as Passport to Life Career & Education Expo and the Dick Wayman Technology Center Ribbon Cutting Ceremony at the Ramona Library. At numerous other County events you will find the employees of HPES and our partner AT&T in the mix; participating, supporting and occasionally sponsoring. We are engaged and involved on a personal level.

And for good reason: We live here. Our highly qualified team is primarily comprised of San Diego County residents. We understand what we do matters, to our families, our friends, our neighbors, and the entire San Diego region.

You will see many familiar names in our list of 20 Key Personnel; individuals who have worked shoulder to shoulder with the County delivering consistent results, solving problems and building a relationship of trust. The team will continue to be led by Cathy Varner, our current and proposed Account Executive, who has been supporting the County since 2006. Our telecommunications partner, AT&T, will continue to be led by Grant Morgan, who has also supported the County for 10 years. Together, our team has a broad set of skills uniquely suited to supporting the County. From architects and engineers to service desk and desk side support, we are steadfast in our commitment. We are knowledgeable of County business and culture and we demonstrate that knowledge in every aspect of our performance.

It has been a privilege for HPES to support the County's IT and Telecommunications for the past 10 years. We do not take for granted the trust the County has placed in us. Our core tenet has been and will continue to be, "we must earn the opportunity to do business with the County". As the incumbent, our knowledge and experience presents the lowest risk transition. We will continue to consistently deliver the County's IT operations while we transition and transform to the technologies required by the new scope of work and beyond.

The new frontier for our partnership will be a model of excellence in reliability, continuous improvement, transformation, and strategic alignment, advancing the gauge for County staff, constituents, and visitors.

As we move forward in our partnership, you can be assured that your reputation as the best managed local government in America will continue to be affirmed.

## **Volume I – Terms and Conditions**

## **1.1 Cover Page (PC 600)**

We have provided the required PC 600 on the following page as well as in an envelope as specified on the form.

<b>SUBMITTAL INFORMATION</b>	
Submit this Completed Form as the Cover Page of Your Proposal	
<b>PROPOSAL DUE DATE: 05/02/2016; 3:00 PM</b> local San Diego time	
<b>Submit in a separate sealed envelope(s) or package(s) marked on the outside with "RFP 7189" to:</b>  County of San Diego Department of Purchasing and Contracting 5560 Overland Avenue, Suite 270 San Diego, CA 92123-1204	<b>For information, please contact:</b>  Allen Hunsberger (858) 505-6362 cosd.purchasing@gmail.com
<b>DESCRIPTION</b>	
The County of San Diego is soliciting proposals for Information Technology (IT) and Telecommunications Services	
<b>TO BE COMPLETED BY OFFEROR</b>	
<b>OFFEROR INFORMATION (Type or Print)</b>  HP Enterprise Services, LLC Offeror Company/Organization Name  16550 West Bernardo Drive, Building 2 Offeror Address  San Diego, CA 92127 Offeror City, State, Zip  (858) 674 8600 Offeror Telephone Number  www.hpe.com Offeror Website Address  ( ) Offeror Fax Number	<b>NAME, TITLE &amp; CONTACT NUMBER OF PERSON AUTHORIZED TO SIGN OFFER (Type or Print)</b>  Steve Tolbert Authorized Representative Name  VP State Local and Education Authorized Representative Title  steve.tolbert@hpe.com Authorized Representative Email Address  (703) 689 1265 Authorized Representative Telephone Number
<b>SIGNATURE</b>	
I certify under penalty and perjury under the laws of the State of California, that I am authorized to execute and submit this proposal on behalf of the Offeror listed above; that all of the RFP instructions and rules, exhibits, addenda, questions and answers, and any other information provided by the County, including but not limited to, the diligence material, has been reviewed, understood and complied with; and that all information in this submission is true, correct, and in compliance with the terms of the RFP.	
 _____ Authorized Representative Signature	_____ <b>November, 1, 2016</b> Date

## **1.2 Representations and Certifications**

We have provided HPES' scanned, signed form, as required, on the following page.

COUNTY OF SAN DIEGO – REQUEST FOR PROPOSALS (RFP) 7189  
COUNTY TECHNOLOGY OFFICE  
INFORMATION TECHNOLOGY (IT) AND TELECOMMUNICATIONS SERVICES

County of San Diego  
Department of Purchasing and Contracting  
**REPRESENTATIONS AND CERTIFICATIONS**

The following representations and certifications are to be completed, signed and returned with the offer (the term "offer" includes bids, proposals, quotes or any other submission to provide goods and/or services).

**1. BUSINESS TYPE**

For-profit  Non-profit  Government

Attach proof of status for Non-profit.

**2. INTERLOCKING DIRECTORATE**

In accordance with Board of Supervisors Policy A-79, if Offeror is a non-profit as indicated in paragraph 1 above, Offeror is required to identify any related for-profit subcontractors in which an interlocking directorate, management or ownership relationship exists. If Offeror is a non-profit and will be subcontracting with a related for-profit entity, Offeror must list all such entity(ies) on an attached separate sheet, and authorization must be sought from Board of Supervisors. If Offeror is a non-profit and does not submit such a list, Offeror certifies it has no and will not enter into a subcontract relationship with a related for-profit entity.

**3. BUSINESS REPRESENTATION**

Offeror represents as a part of this offer the following information regarding the ownership, operation, and control of its business:

3.1. Are you a local business with a physical address within the County of San Diego?  Yes  No

3.2. Are you certified by the State of California as a:

Disabled Veteran Business Enterprise (DVBE)

Certification #:

Small Business Enterprise (SBE)

Certification #:

3.3. Are you certified by the U.S. Dept Of Veterans' Affairs as:

Veteran Owned Small Business (VOSB)

Certification #

Service Disabled Veteran Owned Small Business (SDVOSB)

Certification #

3.4. Estimated percentage of work in this offer to be performed or fulfilled locally (within the geographic boundaries of the County of San Diego): 65 %

**4. DEBARMENT, SUSPENSION AND RELATED MATTERS**

4.1. Offeror hereby certifies to the best of its knowledge that neither it nor any of its officers:

4.1.1. Are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency.

4.1.2. Have within a three (3) year period preceding this agreement been convicted of or had a civil judgment rendered against them for commission of fraud or criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

4.2. Except as allowed for in Section 4.2.4, Offeror hereby certifies to the best of its knowledge that neither it nor any of its officers:

4.2.1 Are presently indicted for or otherwise criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in paragraph 4.1.2 of this certification;

4.2.2 Have within a three (3) year period preceding this agreement had one or more public transactions (federal, state or local) terminated for cause or default;

4.2.3 Are presently the target or subject of any investigation, accusation or charges by any federal, state or local law enforcement, licensing or certification body.

4.2.4 If Offeror is unable to certify any of the facts set forth in Sections 4.2.1, 4.2.2 or 4.2.3, it certifies that it has listed on a separate sheet(s) attached to this Representations and Certifications each fact that it cannot certify and the reason it cannot do so. That information must include the specific relevant facts (date(s), contract(s) and individual(s) involved, status of action(s), and any other relevant information) that prevent it from making the requested certifications. The County reserves the right to disqualify an Offeror based upon information disclosed.

4.3 Offeror has a continuing duty to disclose information until contract award/execution and shall report in writing to the County Department of Purchasing and Contracting within five business days of knowing or have any reason to know any change in status as certified in the preceding paragraphs 4.1 and 4.2.

4.4 If Offeror or any of its subcontractors, agents or consultants, have previously contracted with the County to perform related work on this project (e.g. preparing components of the statement of work or plans and specifications for this project), Offeror shall identify those previous agreement(s) and submit that list along with the proposal. Other than as may be submitted on said list, Offeror certifies to the best of its knowledge that it and its proposed subcontractors, agents and consultants have not previously contracted with the County to perform work on or related to this project.

**5. CURRENT COST OR PRICING**

Offeror certifies to the best of its knowledge that cost and/or pricing data submitted with this offer, or specifically identified by reference if actual submission of the data is impracticable, are accurate, complete, and current as of the date signed below.

**6. INDEPENDENT PRICING**

Offeror certifies that in relation to this procurement:

6.1. The prices in this offer have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with other offerors, with any competitors, or with any County employee(s) or consultant(s) involved in this or related procurements;

6.2. Unless otherwise required by law, the prices that have been quoted in this offer have not been knowingly disclosed by the Offeror and will not knowingly be disclosed by the Offeror prior to opening, in the case of a bid, or prior to award, in the case of a proposal, directly or indirectly to any other Offeror or to any competitor; and

6.3. No attempt has been made or will be made by the Offeror to induce any other person or firm to submit or not to submit an offer for the purpose of restricting competition.

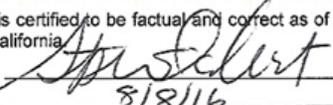
**7. TAX INFORMATION**

The Offeror understands that prior to receiving a contract award from the County, the Offeror must submit a completed IRS W-9 form to provide a Federal Tax ID number, or if not available, to provide a Social Security Number (SSN).

**CERTIFICATION**

The information furnished in Paragraphs 1 through 7 and in the accompanying offer is certified to be factual and correct as of the date submitted and this certification is made under penalty of perjury under the laws of the State of California.

Name: Steve Tolbert

Signature: 

Title: VP State Local and Education

Date: 8/8/16

Company/Organization: HP Enterprise Services, LLC

**SUBMIT THIS FORM AS DIRECTED IN THE REQUEST FOR SOLICITATION DOCUMENTS OR WITH THE OFFER**

Revised 01-15-16

In response to Section 4.2.2:

On August 28, 2015, the State of Michigan terminated its contract with HP Enterprise Services, LLC (HPES), for the design, build, and implementation of a Business Application Modernization platform for the Michigan Department of Motor Vehicles. HPES met multiple project milestones and delivered goods and services of value to the State as part of the project. A dispute arose between the State and HPES regarding project delays and the State's failure to pay HPES for services performed. HPES had been working in good faith to reach a business resolution of the parties' disagreements, but the State abruptly stopped negotiating and initiated litigation. HPES looks forward to a favorable resolution in court.

### **1.3 Nondisclosure Indemnification Agreement Form (page 17 of 25)**

The Nondisclosure Indemnification Agreement Form is included on the following page.

COUNTY OF SAN DIEGO – REQUEST FOR PROPOSALS (RFP) 7189  
COUNTY TECHNOLOGY OFFICE  
INFORMATION TECHNOLOGY (IT) AND TELECOMMUNICATIONS SERVICES

**NONDISCLOSURE INDEMNIFICATION AGREEMENT**

IF OFFEROR SUBMITS EXHIBIT CONFIDENTIAL/PROPRIETARY, THE FOLLOWING NONDISCLOSURE INDEMNIFICATION AGREEMENT MUST BE COMPLETED, SIGNED AND RETURNED WITH THE OFFER

This indemnification agreement (“Agreement”) is made and entered into by and between the County of San Diego (“County”) and Offeror Company/Organization Name: HP Enterprise Services, LLC (“Offeror”) with reference to the following facts:

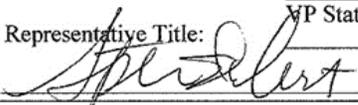
WHEREAS the County may receive a request for disclosure of Offeror’s submission under the California Public Records Act, Government Code Section 6250, et seq.; and

WHEREAS, Offeror has included in its submission an exhibit entitled “*EXHIBIT – CONFIDENTIAL/PROPRIETARY*” containing records that Offeror has determined to constitute trade secrets or other proprietary information exempt from disclosure under the California Public Records Act; and

WHEREAS the County requires defense and indemnity from Offeror for the County’s ongoing non-disclosure of Offeror’s *EXHIBIT-CONFIDENTIAL/PROPRIETARY*;

NOW, THEREFORE, for good and valuable consideration and the mutual promises contained herein, the parties agree to the following:

1. The above recitals are incorporated herein by this reference.
2. Except as otherwise provided herein, the County will not release Offeror’s *EXHIBIT-CONFIDENTIAL/PROPRIETARY* based on Offeror’s representation that the records contained therein are proprietary and exempt from disclosure under the California Public Records Act and/or are trade secrets as that term is defined in Government Code Section 6250, et seq. Notwithstanding the foregoing, however, the County may release Offeror’s *EXHIBIT-CONFIDENTIAL/PROPRIETARY* in the event of any of the following:
  - a. Offeror fails to comply with the terms and conditions of this Agreement; or
  - b. Offeror provides the County with written notice that some or all of the records may be released; or
  - c. A court of competent jurisdiction orders the County to release the records and the County has exhausted or waived its appeal rights.
3. To the fullest extent allowed by law, the County shall not be liable for, and Offeror shall defend and indemnify County and its Board of Supervisors, officers, directors, employees and agents of County (collectively “County Parties”), against any and all claims, demands, liability, judgments, awards, fines, mechanics’ liens or other liens, labor disputes, losses, damages, expenses, charges or costs of any kind or character, including attorneys’ fees (whether incurred by County attorneys or attorneys employed by County) and court costs (hereinafter collectively referred to as “Claims”), related to Offeror’s *EXHIBIT-CONFIDENTIAL/PROPRIETARY*.
4. Offeror waives any and all claims in law or equity and hereby releases the County Parties from any and all claims, deductibles, self-insured retentions, demands, liability, judgments, awards, fines, mechanics’ liens or other liens, labor disputes, losses, damages, expenses, charges or costs of any kind or character, including attorneys’ fees and court costs, which arise out of or are in any way connected to Offeror’s *EXHIBIT-CONFIDENTIAL/PROPRIETARY*.

TO BE COMPLETED BY AN AUTHORIZED REPRESENTATIVE OF THE OFFEROR	
Offeror Company/Organization Name:	HP Enterprise Services, LLC
Authorized Representative Name:	Steve Tolbert
Authorized Representative Title:	VP State Local and Education
Signature: 	Date: 8/8/16

## **1.4 DVBE Requirements and Forms**

We have provided on the following pages our completed DVBE forms.

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COUNTY OF SAN DIEGO – REQUEST FOR PROPOSALS (RFP) 7189  
COUNTY TECHNOLOGY OFFICE  
INFORMATION TECHNOLOGY (IT) AND TELECOMMUNICATIONS SERVICES

**DVBE REQUIREMENTS AND FORMS**

The County, as a matter of policy, encourages the participation of Disabled Veterans Business Enterprises (DVBE) through DVBE participation goals. County of San Diego, Board of Supervisors DVBE policy B-39a is found at <http://www.sdcounty.ca.gov/cob/policy/index.html#>. The County DVBE program recognizes the California State DVBE certification, which may be found at <http://www.pd.dgs.ca.gov>.

For this solicitation:

Bidder/Offeror (Offeror) must meet or exceed a 3% DVBE Subcontractor Participation goal or show a good faith effort to do so. Offeror must submit a DVBE Subcontractor Participation Summary and DVBE Subcontractor Participation Plan based on total pricing/payment schedule of proposal. If the DVBE Subcontractor Participation Plan does not show that Offeror has met or exceeded the 3% DVBE Subcontractor Participation goal, Offeror must provide Documentation of a Good Faith Effort. Offerors are encouraged to submit the Documentation of Good Faith Effort even if they have met or exceeded the 3% DVBE Subcontractor Participation goal in the event that all or part of the DVBE Subcontractor Participation Plan is determined to be ineligible. County reserves the right to request a Documentation of Good Faith Effort from any Offeror regardless of utilization calculated on the DVBE Subcontractor Participation Plan.

(Remainder of this page left blank)

COUNTY OF SAN DIEGO – REQUEST FOR PROPOSALS (RFP) 7189  
 COUNTY TECHNOLOGY OFFICE  
 INFORMATION TECHNOLOGY (IT) AND TELECOMMUNICATIONS SERVICES

**DVBE PARTICIPATION SUMMARY**

This DVBE Subcontractor Participation Summary is required to document Bidder's/Offeror's (Offeror) compliance with the DVBE participation goals set forth in Board Policy B-39a.

All Offerors must complete this section
Offeror: Hewlett Packard Enterprise Services, LLC
Offeror's Representative: Steve Tolbert / HPE VP State, Local and Education

Exemptions (complete only if Offeror qualifies for one of the exemptions below)
Offeror is exempt from DVBE Subcontractor Participation Requirements in accordance with Board Policy B-39a because Offeror is a:
<input type="checkbox"/> Government Agency
<input type="checkbox"/> Nonprofit Organization
<input type="checkbox"/> Small Business Enterprise (SBE), pursuant to Board Policy B-53 State of California Certification #: _____
<input type="checkbox"/> Veteran Owned Business (VOB), pursuant to Board Policy B-53
VOB status due to certification as a:
<input type="checkbox"/> DVBE - State of California Certification #: _____
<input type="checkbox"/> VOSB - U.S. VA Certification #: _____
<input type="checkbox"/> SDVOSB - U.S. VA Certification #: _____
Offeror must provide additional supporting documentation upon request.

DVBE Compliance (complete if Offeror claimed no exemption above)
<input checked="" type="checkbox"/> Complete and attach DVBE Subcontractor Participation Plan
<input type="checkbox"/> Complete and attach Documentation of Good Faith Effort (optional if Offeror has met or exceeded 3% participation goal)

**THIS FORM SHALL BE SUBMITTED WITH PROPOSAL ON THE DUE DATE**

COUNTY OF SAN DIEGO – REQUEST FOR PROPOSALS (RFP) 7189  
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 INFORMATION TECHNOLOGY (IT) AND TELECOMMUNICATIONS SERVICES

**DVBE SUBCONTRACTOR PARTICIPATION PLAN**

Offeror: Hewlett Packard Enterprise Services, LLC Offeror Representative: Cathy Varner

Project Title: County Technology Office Information Technology (IT) and Telecommunications Services

ITEM NO.	DESCRIPTION OF WORK, SERVICE OR MATERIAL	NAME, ADDRESS, TELEPHONE NUMBER AND CERTIFICATION NUMBER OF CERTIFIED DVBE TO BE USED	DOLLAR AMOUNT TO BE PAID THIS DVBE
1	Database Administrator Applications Developer	Name: <b>CPH Enterprises</b>	\$6,159,932
		Address: <b>2220 K Street Sacramento, CA 95816</b>	
		Telephone #: 916-337-9443 Certification #: 1736463	
2	Applications Architect Applications Developer	Name: <b>Fortuna</b>	\$6,130,612
		Address: <b>1130 Iron Point Road Suite 140 Folsom, CA 95630</b>	
		Telephone #: 916-458-0991 Certification #: 1785679	
3	Applications Developer Project Manager	Name: <b>Global Blue DVBE</b>	\$6,151,968
		Address: <b>3715 Atherton Road, Suite 2 Rocklin, CA 95765</b>	
		Telephone #: 916-425-4866 Certification #: 1567640	
4	Database Administrator Applications Developer	Name: <b>Cognetic Technologies</b>	\$6,784,831
		Address: <b>29937 Robbie Lane, Vista, CA 92084</b>	
		Telephone #: 619-806-8117 Certification #: 53595	
5	Applications Architect Applications Developer	Name: <b>Stanfield Systems</b>	\$6,038,078
		Address: <b>718 Sutter St. Suite 108 Folsom, CA 95630</b>	
		Telephone #: 916-358-7115 Certification #: 23905	
6	Project Manager	Name: <b>Patricio Systems</b>	\$3,910,470
		Address: <b>PO Box 5275 El Dorado Hills, CA 95762</b>	
		Telephone #: 916-941-6791 Certification #: 1612340	
7	Application Developer Application Test Developer	Name: <b>Sumrall Solutions</b>	\$3,784,095
		Address: <b>4524 Mapleplain Ave Elk Grove, CA 95758</b>	
		Telephone #: 916-427-3307 Certification #: 33460	
TOTAL AMOUNT TO CERTIFIED DVBE			\$ 338,959,986

Use additional sheets if necessary. Compute utilization on last sheet.

Sheet 1 of 2 (complete if submitting more than one sheet)

COUNTY OF SAN DIEGO – REQUEST FOR PROPOSALS (RFP) 7189  
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 INFORMATION TECHNOLOGY (IT) AND TELECOMMUNICATIONS SERVICES

COMPUTATION OF UTILIZATION AND COMPARISON WITH THE SUBCONTRACTOR PARTICIPATION GOAL	
$\frac{\text{Total Amount to Certified DVBE}}{\text{Total Bid/Proposal}} \times 100 = \text{Percent of Utilization}$	Goal = 3%
$\frac{\$38,959,986}{\$1,298,666,215} \times 100 = \underline{\hspace{2cm}} * 3.0\%$ <p style="font-size: small;">* HPES is committed to supporting our veterans and meeting the County's (at least) 3% DVBE participation goal. Our participation will ramp up in the first few years of the contract and may fluctuate from year to year but we will meet the 3% participation goal over the life of the contract.</p>	Submit Documentation of Good Faith Effort if goal is not met.

**THIS FORM SHALL BE SUBMITTED WITH PROPOSAL ON THE DUE DATE**

Use additional sheets if necessary. Compute utilization on last sheet.

Sheet   2   of   2   (complete if submitting more than one sheet)

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COUNTY OF SAN DIEGO – REQUEST FOR PROPOSALS (RFP) 7189  
 COUNTY TECHNOLOGY OFFICE  
 INFORMATION TECHNOLOGY (IT) AND TELECOMMUNICATIONS SERVICES

**DOCUMENTATION OF GOOD FAITH EFFORT- Page 1 of 3**

A. List potential DVBEs that the Offeror solicited for participation in this contract along with dates. Use additional sheets if necessary.

	Certified DVBE Firm	Date of Contact (Mail, Fax, Telephone, etc.)	Responded (Yes/No)
1.	SOURCE DIVERSIFIED INC	March 7, 2016- email	No
2.	GLOBAL BLUE DVBE INC.	March 7, 2016- email	Yes
3.	PATRICIO SYSTEMS	March 7, 2016- email	Yes
4.	SELECT GROUP INC	March 7, 2016- email	Yes
5.	TITANIUM COBRA SOLUTIONS LLC	March 7, 2016- email	No
6.	GEO COAST INC	March 7, 2016- email	No
7.	INTERACT COMPUTING ENTERPRISE	March 7, 2016- email	No
8.	CAVU CONSULTING, INC	March 7, 2016- email	Yes- declined
9.	FORTUNA BUSINESS MANAGEMENT CONSULTING	March 7, 2016- email	Yes
10.	BRIAN FITZGERALD RPE.DVBE	March 7, 2016- email	No
11.	EXPEDITIONARY TECHNICAL SOLUTIONS INC	March 7, 2016- email	No
12.	PAPERLESS KNOWLEDGE INC	March 7, 2016- email	Yes
13.	O'CONNOR CONSTRUCTION MANAGEMENT, INC.	March 7, 2016- email	No
14.	CRESTPOINT SOLUTIONS INC	March 7, 2016- email	No
15.	THE ESSENTIAL LINK	March 7, 2016- email	No
16.	CONTROL POINT	March 7, 2016- email	No
17.	CPH Enterprises, LLC	April 06, 2016 - email	Yes
18.	ADVANCED ONION INC	March 7, 2016- email	No
19.	WARRIOR SOLUTIONS	July 15, 2016 – email/phone	Yes - declined
20.	PATRIOT DVBE	July 15, 2016 – email/phone	No

Sheet 1 of 2 (complete if submitting more than one sheet)

COUNTY OF SAN DIEGO – REQUEST FOR PROPOSALS (RFP) 7189  
 COUNTY TECHNOLOGY OFFICE  
 INFORMATION TECHNOLOGY (IT) AND TELECOMMUNICATIONS SERVICES

**DOCUMENTATION OF GOOD FAITH EFFORT- Page 2 of 3**

	Certified DVBE Firm	Date of Contact (Mail, Fax, Telephone, etc.)	Responded (Yes/No)
21.	STANFIELD SYSTEMS	July 15, 2016 – email/phone	Yes
22.	SUMRALL SOLUTIONS	July 18, 2016 – email/phone	Yes
23.	CHARLES A FLEMING ENTERPRISES	July 18, 2016 – email	No
24.	POST CONSULTING	July 18, 2016 – email	No
25.	REED CONSULTING SERVICES	July 18, 2016 – email	No
26.	NATIX, INC	July 18, 2016 – email	No
27.	SILVERLINC	July 18, 2016 – email	No
28.	INTERACT COMPUTING ENTERPRISE	July 18, 2016 – email	No
29.	VETERAN VELOCITY	July 18, 2016 – email	No
30.	EXPEDITIONARY TECHNICAL SOLUTIONS	July 18, 2016 – email	No
31.	COGNETIC TECHNOLOGIES	July 18, 2016 – email	Yes
32.			
33.			
34.			
35.			
36.			
37.			
38.			
39.			
40.			

Sheet 2 of 2 (complete if submitting more than one sheet)

COUNTY OF SAN DIEGO – REQUEST FOR PROPOSALS (RFP) 7189  
COUNTY TECHNOLOGY OFFICE  
INFORMATION TECHNOLOGY (IT) AND TELECOMMUNICATIONS SERVICES

**B. DVBE Solicitations**

Solicitation Sample:

Offeror must attach a sample of the solicitation sent to certified DVBE firms. If phone contact was made, document conversation: date, time, contact person, and business opportunities discussed.

**THIS FORM SHALL BE SUBMITTED WITH PROPOSAL ON THE DUE DATE**

COUNTY OF SAN DIEGO – REQUEST FOR PROPOSALS (RFP) 7189  
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 INFORMATION TECHNOLOGY (IT) AND TELECOMMUNICATIONS SERVICES

**DOCUMENTATION OF GOOD FAITH EFFORT- Page 3 of 3**

Identification of: (1) All DVBEs that submitted bids/proposals, (2) Nature of work/supplies/services offered that are not accepted, (3) Dollar amounts of the DVBEs bids/proposals not accepted, (4) Subcontractors and/or suppliers that will be used instead of the DVBEs, (5) Dollar amounts of these subcontractors and/or suppliers' bids/proposals, and (6) The reason for the bidder/offeror not accepting the DVBE's bid/proposal. Use additional sheets if necessary.

Name of DVBE (1)	Nature of Work (2)	DVBE Bids/Offer(\$)(3)	Subcontractor/Supplier to be used (4)	Bid/Proposal Amount Accepted (5)	Reason Not Accepted (6)
GLOBAL BLUE DVBE INC.	Project Management, App Development	\$6,151,968			
PATRICIO SYSTEMS	Project Management	\$3,910,470			
WARRIOR SOLUTIONS	Project Management	NA	Patricio Systems Global Blue DVBE	\$0	DVBE Declined
CAVU CONSULTING, INC	Systems Engineering Cyber Security	NA	Cognetech	\$0	DVBE Declined to participate
Fortuna Business Management Consulting, Inc.	App Development App Architecture	\$6,130,612			
CPH Enterprises, LLC	App Development Database Administration	\$6,159,932			
Stanfield Systems	App Development App Architecture	\$6,038,078			
Cognetech	Database Administrator App Development	\$6,784,831			
Sumrall Solutions	App Development	\$3,784,095			

Sheet \_\_\_\_ of \_\_\_\_ (complete if submitting more than one sheet)

**THIS FORM SHALL BE SUBMITTED WITH PROPOSAL ON THE DUE DATE**

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We have provided on the following pages a copy of the solicitation that was sent to the identified DBVE companies as part of our DVBE solicitation effort.

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# Hewlett Packard Enterprise Vendor Solicitation Request for Information

Hewlett Packard Enterprise Services, LLC (HPE) is seeking to obtain information to determine if your company is able to provide services listed below for an upcoming opportunity with an HPE Public Sector Client located in the San Diego, California, vicinity. Opportunities could require qualified vendors to support projects or operations that are short term (weeks) to long term (multi-year) in nature. All services must be provided locally in the San Diego vicinity.

At this time HPE is not able to share additional information about this opportunity. If you would like to be considered for this opportunity please complete the information requested below and use the table to indicate which service(s) your company is able to provide. If you specialize in specific skillsets (i.e. java, .net, etc.) that you would like to highlight, please do so in the notes field located next to the table.

Please provide information only for the services your company is able to provide. If your company is not able to provide a service listed below, please do not enter any information in the table.

If your company is not capable of providing any of the services listed below, please inform HPE of this [via email](#).

The purpose of this ask is to help HPE identify potential vendors for an upcoming opportunity. HPE will follow up with vendors who are able to provide one or more of the services in scope at a later date.

Please understand, a response to this request for information is not a commitment from your company to provide services for Hewlett Packard Enterprise. Hewlett Packard Enterprise does not guarantee business based on your response to this request for information. Responding yes or no to this request will not impact any business you are currently providing to HPE nor will your response impact any active agreements between your company and HPE.

Please complete and return this form via email to [Mandi Dundas](#) no later than close of business on **Friday, March 11, 2016**. Should you have any questions, please contact [Mandi Dundas](#) via email.

Thank you in advance for your time and participation.

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## Company Contact Information:

**Contact Name:** [Click here to enter text.](#)

**Company Name:** [Click here to enter text.](#)

**Address:** [Click here to enter text.](#)  
[Click here to enter text.](#)

**Phone Number:** [Click here to enter text.](#)

**Certification ID:** [Click here to enter text.](#)

**Services provided by your Company:**

Please indicate which of the services below your company is able to provide. If you would like to highlight any skillsets your company specializes in, please capture this information in the notes field. As a reminder, if your company does not provide a skillset listed below please leave the check box blank.

Service Offering:	Service:	Do you provide this service?	Vendor Comments/Notes:
<b>Architects</b>	Apps	<input type="checkbox"/>	Click here to enter text.
	Security	<input type="checkbox"/>	
<b>Project Managers</b>	Agile/Scrum Masters	<input type="checkbox"/>	
<b>Application Development</b>	Mobile Application Development- Xamarin	<input type="checkbox"/>	
	AEM & SharePoint Developers	<input type="checkbox"/>	
<b>Database Administrators</b>	Oracle	<input type="checkbox"/>	
	SQL Server	<input type="checkbox"/>	
<b>SharePoint Administration</b>		<input type="checkbox"/>	
<b>Back-up and Recovery Specialists</b>		<input type="checkbox"/>	
<b>Business Process Analyst/Engineer</b>		<input type="checkbox"/>	

Thank you for your time. Please return completed forms to [Mandi Dundas](#) via email no later than close of business on **Friday, March 11, 2016**.

## 1.5 Volume I Checklist

Print and check the boxes

Proposal Item	Offeror Agrees to Meet?	
	YES	NO
<b>Item 1:</b> Offeror's must complete and submit Form P&C 600 FORM (PC-600P) provided as Form in "RFP 7189 IT and Telecommunication.docx". The Offeror must check "Yes" indicating compliance, or "No" indicating non-compliance with the requirement.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 2:</b> Offeror's must complete and submit the REPRESENTATIONS AND CERTIFICATIONS provided as Form in "RFP 7189 IT and Telecommunication.docx". The Offeror must check "Yes" indicating compliance, or "No" indicating non-compliance with the requirement.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 3:</b> Offeror's must complete and submit the NONDISCLOSURE INDEMNIFICATION AGREEMENT provided as Form in "RFP 7189 IT and Telecommunication.docx". The Offeror must check "Yes" indicating compliance, or "No" indicating non-compliance with the requirement.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 4:</b> Offeror's must complete and submit the DVBE REQUIREMENTS AND FORMS provided as Form in "RFP 7189 IT and Telecommunication.docx". The Offeror must check "Yes" indicating compliance, or "No" indicating non-compliance with the requirement.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 5:</b> Offeror is in agreement and has no exceptions to TERMS AND CONDITIONS. The Offeror must check "Yes" indicating no exceptions, or "No" indicating exceptions are provided	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 6:</b> Offeror is in agreement and has no exceptions to SCHEDULE A DEFINITIONS. The Offeror must check "Yes" indicating no exceptions, or "No" indicating exceptions are provided	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 7:</b> Offeror's must complete and submit SCHEDULE 8.1 LICENSE. The Offeror must check "Yes" indicating compliance, or "No" indicating non-compliance with the requirement.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 8:</b> Offeror agrees to meet all the requirements in EXHIBIT JJ-SCHEDULE 19 INSURANCE REQUIREMENT. The Offeror must check "Yes" indicating agreement, or "No" indicating non-agreement with the requirements.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 9:</b> Offeror agrees to meet all the requirements in SCHEDULE 12.1.1 INFORMATION PRIVACY AND SECURITY, CRIMINAL OFFENDER RECORD INFORMATION, CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATION SYSTEMS, and COUNTY FACILITY ACCESS. The Offeror must check "Yes" indicating agreement, or "No" indicating non-agreement with the requirements.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

Proposal Item	Offeror Agrees to Meet?	
	YES	NO
<b>Item 10:</b> Offeror's must complete and submit - EXHIBIT 12.1.1-1 COUNTY PRIVACY INCIDENT REPORT FORM. The Offeror must check "Yes" indicating compliance, or "No" indicating non-compliance with the requirement.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 11:</b> Offeror's must complete and submit EXHIBIT 12.1.1-2 CORI-CLETS TRAINING REQUEST FORM. The Offeror must check "Yes" indicating compliance, or "No" indicating non-compliance with the requirement.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 12:</b> Offeror's must complete and submit EXHIBIT 12.1.1-3 CLETS EMPLOYEE-VOLUNTEER STATEMENT FORM. The Offeror must check "Yes" indicating compliance, or "No" indicating non-compliance with the requirement.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 13:</b> Offeror agrees to meet all the requirements in EXHIBIT 12.1.1-4 CLETS PRIVATE CONTRACTOR MANAGEMENT CONTROL AGREEMENT. The Offeror must check "Yes" indicating agreement, or "No" indicating non-agreement with the requirements.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>Item 14:</b> Offeror agrees to meet all the requirements in EXHIBIT 12.1.1-5 FEDERAL BUREAU OF INVESTIGATIONS CRIMINAL JUSTICE INFORMATION SERVICES SECURITY ADDENDUM. The Offeror must check "Yes" indicating agreement, or "No" indicating non-agreement with the requirements.	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

## 1.6 Offeror Response to Terms and Conditions Questionnaire

### 1.6.1 Previous, Current, and Future Organizations

**Table 1. Previous, Current, and Future Organizations**

INFORMATION REQUESTED	RESPONSE
Response	Integrated Property Tax System project
County Agency or Department	Office of the Assessor/Recorder/County Clerk (“ARCC”), the Property Tax Services Division (“PTSD”) of the Department of the Auditor and Controller (“A&C”)
Description of services performed	Development of a computerized integrated property tax system to provide automated processing of all functions performed by the County relating to the assessment, collection, and disbursement of real property and personal property taxes.
Dates of the engagement (including future end dates)	December 28, 2011 – Present / Estimated Completion February 2017
How these engagements will be affected by this effort	No impact.
The status of the proposal	In progress. Estimated completion by February 2017

### 1.6.2 Develop/Improve New Service Levels (Schedule 4.8 Service Levels)

HPES is committed to delivering on the Service Levels (SLs) the county requires and will update our measurement methodologies to accommodate the changes in the service levels from the current contract, including posting all SL reports to the Service Portal. This will occur as part of the cross-functional transition that occurs within each framework implementation. During the transition, we will also make the current SL dashboard available from the Service Portal, to authorized County users.

We fully support the SL methodology described in the RFP, and will work with the County to continuously improve SLs so that we are always aware of the performance measures that add the greatest business value. As the county’s business requirements evolve to meet the demands of their citizens, HPES will collaboratively add, delete, or change SLs on a yearly basis or at the County’s request.

HPES will measure and report our performance against the SLs during each month by the fifteenth (15<sup>th</sup>) day (or following business day if the fifteenth [15<sup>th</sup>] is a weekend or holiday) of the following month. In the event that we have failures, we will report these in the months that they occur and in following months, if the failures continue.

In pursuit of continuous improvement, we will review the SLs established with the County one to two times per year and mutually agree on any necessary changes to the performance targets and weightings, to

make sure the service levels continue to be relevant and of value to the County's business. As we implement new initiatives and technology that make higher service levels possible, or offer a better way to manage or measure SL performance, we will recommend these improvements to the County. If increases to target performance levels require additional investment, we will assist the County with assessing the cost/benefit of the incremental increase so that the County may determine if the improvement is in its best interest.

As we implement new services or enhance existing ones, we will discuss new SLs with the County, establish baseline metrics and an improvement plan. Conversely, when SLs are deemed no longer useful to the County, we will retire the processes to measure and manage them, and work with the County to redistribute the service level weights.

### **1.6.3 Schedule 12.1.1 County's Privacy and Security Requirements**

1. Protected Health Information (PHI), as defined under the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191; and

To provide the highest level of information assurance to the County of San Diego, HPES will adhere to the National Institute of Science and Technology (NIST) 800 series special publications for Information Security, which will provide the overall framework and policy guidance to us for the County's security solution. In terms of providing the proper security for the protected health information as defined under the HIPAA law, HPES will utilize the following specific NIST Special Publications – NISTIR-7497 Security Architecture Design Process for HIPAA, and implementing the NIST 800-66 HIPAA Security Rule Toolkit on those systems and platforms that interact with, contain, or manage any data that is classified by the County as containing PHI sensitive information. Additional NIST documentation will be utilized as needed and as it is developed. This approach will ensure compliance to the three main areas within the HIPAA law – Administrative Simplification, Security, and Privacy.

2. Personal Information (PI) as defined under the California Civil Code Section 1798.3. PI may include data provided to the County by the State of California or by the Social Security Administration (SSA); and

3. Personally Identifiable Information (PII) as defined under the Information Exchange Agreement (IEA) between the State of California and the SSA dated \_\_\_\_\_, which incorporates the Computer Matching and Privacy Protection Agreement (CMPPA) between the SSA and the State of California's Health and Human Services Agency dated \_\_\_\_\_; and

To further validate that the County has protected all personal information, as defined by California Civil Code 1798.3, and all other data that can potentially cause harm, HPES will continue with the NIST-based Risk Management Framework (RMF) as defined in NIST 800-53 Rev.4 as well as other relevant guidance from the County, State and Federal departments where it applies. HPES will also work directly with the CISO for the County and the appropriate County departments to support each Information Exchange Agreement that exists between the County, the State of California, and the Social Security Administration. HPES will provide ongoing process, architecture, and technical support as needed to make sure that any system changes, upgrades, or new vulnerabilities are mitigated within the County systems that utilize the State and Federal exchanges.

4. Criminal Offender Record Information (CORI) as defined by California Penal Code sections 11075 and 13102, including information from the California Law Enforcement Telecommunications System

(CLETS), the County of San Diego Probation Case Management System (PCMS), and local County records.

The RMF security approach will extend also to Criminal Offender Record Information (CORI) that is contained in the CLETS and PCMS systems as they exist within the County. All relevant records that fall under CORI definition as well as local County records will be protected at the appropriate level with the implication that any unintentional release of data would cause significant harm to the citizens, County, and State.

5. This Schedule does not reduce any other obligation set forth in the Agreement or any other law or regulation governing the information. To the extent another provision of the Agreement requires different protection of information subject to the requirements of this Schedule, the provisions requiring greater protection of the information shall prevail.

### 1.6.4 HPES Negotiation Team

**Table 2. HPES Negotiation Team**

<b>NEGOTIATION TEAM MEMBER</b>	<b>TITLE</b>
Steve Tolbert	HPES VP State, Local, and Education (SLED)
Cathy Varner	HPES Account Executive
Mark Searle	HPES Area Sales Leader State, Local, and Education
Grant Book	HPES Senior Counsel
Max Pinna	HPES Contracts Manager
Amer Syed	HPES Client Solutions Executive
Ted Carter	HPES Pricing Lead
Sheelagh Sacks	HPES Solution Lead

### 1.6.5 Third-Party Applications – Retained Assets

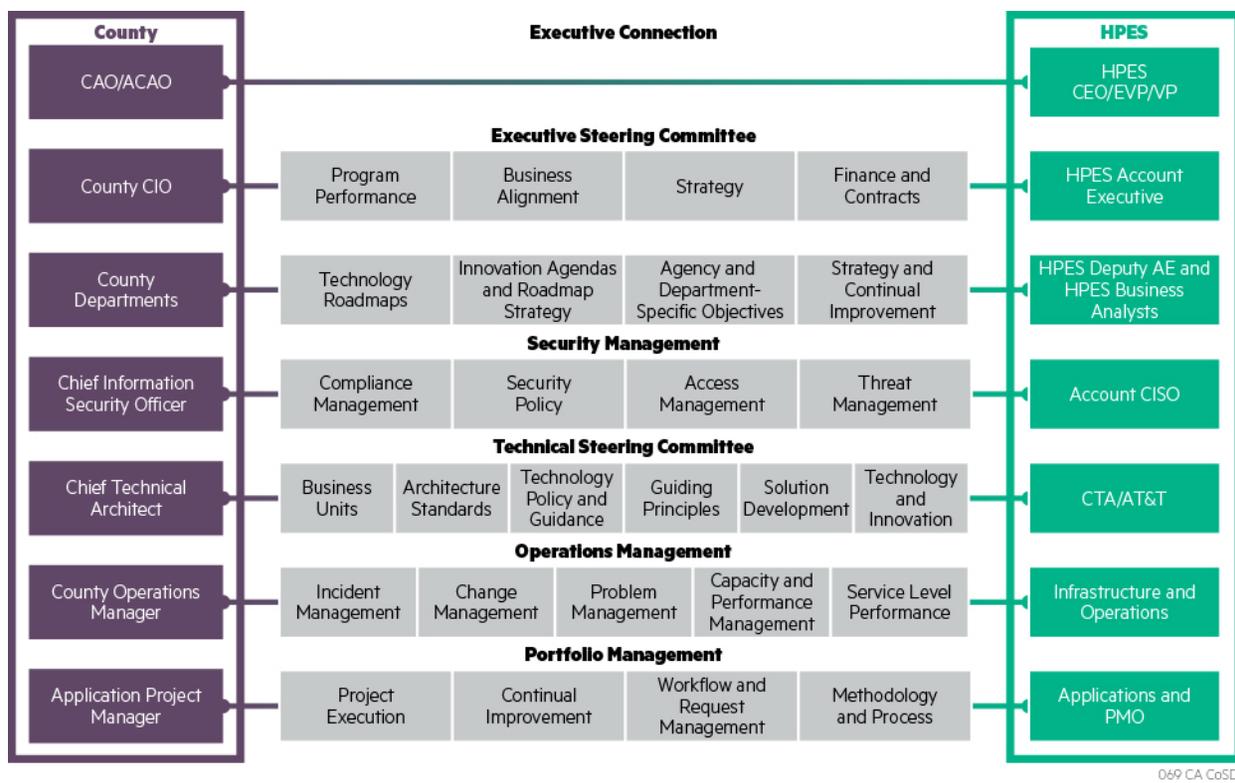
Under the Applications M&O Services, the County defined 169 cloud-based applications that are included as an M&O bundle. HPES will create Service Desk scripts as required for Tier 1 support. The application information will be entered and maintained in the application's CMDB.

Cloud-based retained assets can be submitted for transfer to HPES as third-party software using the existing County and HPES Contract Transfer Request Form. Cloud-based retained assets transferred as third-party software may incur Third-Party Agreement fees.

### 1.6.6 Relationship Management

HPES has implemented a multitiered relationship framework for communication and decision-making that provides effective collaboration and timely action. This framework, illustrated in Figure 1, maximizes communication based on the County’s organizational structure. HPES and County leaders are aligned to the framework to produce results consistent with technical and process architectures. From requirements definition to solution realization, this framework fosters an in depth understanding of business needs and effectively identifies opportunities for innovation and process improvement to the benefit of the County. The framework supports the collaborative development of plans of action based on agreed decisions to achieve the best outcomes for County staff and its citizens. HPES will work with the County to facilitate alignment to the existing governance within the County Technology Office (CTO) and individual County groups.

**Figure 1. HPES-County Account Organization Structure**



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*HPES’ relationship framework aligns HPES and County leaders to foster clear communication, a solid understanding of business needs, and opportunities for innovation and improvement.*

We designed the HPES-County Account organization structure to achieve the best balance of economy and effectiveness. Senior staff are assigned to lead each functional area for this program. The HPES account team is made up of highly qualified experts—with more than 320 years of combined experience supporting the County. This multitiered relationship framework builds mutual trust and results in effective, collaborative interactions, with everyone focused on getting from idea to value as quickly and efficiently as possible.

#### 1.6.6.1 Corporate Changes

We will follow the same communication process we used to notify the County of HP’s company split. Initially, the HPES AE spoke to the County CIO and notified him with all available information. Our

CEO sent an email to the County, and other clients. The County is well known to our senior leadership team, and our CEO placed a phone call to the CAO, to personally commit to continued service delivery excellence and to state that the split in no way placed any additional risk on our partnership. Steve Tolbert, VP SLED, also discussed this with the CIO during his regularly scheduled bimonthly meeting. The HPES deputy AE then communicated with the CTO and the Group IT Managers (GITMs) (along with the BAs/APMs) so that the business units heard it directly.

Our AE also contacted AT&T to provide a briefing and answer any questions or concerns, with no changes or disruption.

### **1.6.6.2 Managing the Overall County Program**

#### **Clear lines of communication between the Offeror's team and the County for timely problem identification, mitigation and resolution.**

Success of complex IT projects are not just based on IT acumen—successful relationship management and stakeholder communication are critical variables that drive program success. As outlined in Section 2.15 Offeror Response to Exhibit R-Schedule 10.3, HPES has proposed a robust framework for relationship management for the program. Key counterparts have been identified between the County and the HPES program team to make sure the right individuals are aligned across key functions and areas of the program.

To further support that communications are timely, effective, and efficient among the right individuals on the program, a stakeholder communication matrix has been proposed in Section 2.15. The stakeholder communication matrix has been established based on the County's organizational structure to substantiate that County and HPES senior leadership and operational teams are focused and informed on the needs of the County and to facilitate strong communication and collaboration to advance County business and technical objectives. See Table 4.

#### **Interaction with Customer PMs**

Governed by the HPES Program Management Office, HPES project managers will interact with the County in a number of ways to communicate program and project status including:

- Regular standing meetings with County stakeholders including County project sponsors, GITMs, and the CTO to discuss project activities including schedule, scope, risks, issues, and/or any concerns requiring escalation.
- Provide program reporting as required or requested by the County regarding the project.
- Conduct frequent reviews of the program risk log to proactively address perceived project risks and associated mitigations to those risks.
- Coordinate cross-functional teams and communication strategies with County sponsors around issue management and work to resolve project performance matters to the County's satisfaction.
- Work with appropriate County stakeholders to address any capacity and demand management issues in a proactive manner.
- Partner with program sponsors and vendors to deliver a consistent and predictable customer experience through established program processes and methodologies for management of the program.
- When process gaps and bottlenecks are identified, establish functional teams to improve processes.

Using the aligned HPES-County organizational structure, we will leverage the existing touch points to implement a formal communication structure that engages County stakeholders early and often throughout the life cycle of the project. Some examples of interactions include:

- Establishing communications strategies for the specific needs of the CTO and County business groups
- Developing enterprise communication procedures and templates
- Auditing program and project communications plans
- Creating PMO and project announcements
- Developing and maintaining communication vehicles such as the PMO SharePoint, public folder, and network drive space
- Publication and management of Notices of Decision
- Creating and executing communication plans for PMO initiatives
- Preparing presentation material for internal and external reporting.

**Active and continuing participation and involvement of senior corporate executives in ensuring the success of this program.**

A major feature of our organizational structure is the direct access of HPES senior corporate leadership to senior County leadership. Mechanisms are in place to facilitate bidirectional communication between the County and HPES across all layers of the program. Our approach addresses communication to stakeholders at all levels—project, portfolio, and enterprise level. Communications can be facilitated via email or meeting; meetings may be face-to-face and/or teleconference and may include virtual room sessions to discuss matters or view presentation materials and documents.

Cathy Varner, the HPES County of San Diego Account Executive, is dedicated to the County and makes sure the program receives the highest level of commitment from HPES. Cathy is authorized to draw from the vast HPES corporate resources, as needed, to support the accomplishment of program goals and objectives.

Cathy is also directly involved in identifying any new or changing requirements that may require contract changes. In this respect Cathy works closely with Contracts Manager (Max Pinna), the account business manager and the account finance team on identifying such changes and/or any new service or technical solution that may be beneficial to the County. Both Cathy and Max are part of the HPES team colocated at the CAC. As part of the overall program management, Cathy is also included in any dispute that requires her attention. To facilitate a prompt and timely resolution, if necessary, such disputes are discussed in her weekly meetings with the County CIO.

Our team mapping aligns with the County structure and increases our ability to work collaboratively and jointly as we broaden our partnership. The relationship management approach and stakeholder communication matrix identified in the table below enables communication at all levels of the program to make certain that the County has a direct point of contact for all frameworks and their components. Additionally, HPES has established rich relationships with the County, individually and collectively, leading to open and transparent communications that enable dialogue and decisions regarding opportunities and issues.

The meetings listed in Table 3. below are currently ongoing meetings held between the County and HPES to communicate program status and updates so that lines of communication are proactive and maintained at all times.

**Table 3. Current and Ongoing Meetings between the County and HPES**

COUNTY OF SAN DIEGO	HPES
CIO	Vice President and Account Executive (AE)

COUNTY OF SAN DIEGO	HPES
ACIO	Deputy AE
GITMs	Deputy AE, Enterprise Service Delivery Manager, Service Delivery Managers, Applications Development Services Manager, Project Management Office Manager
CTA	CTA
Contracts Manager	Contracts Manager
Chief Information Security Officer	Chief Information Security Officer
Applications Management	Applications Development Services Manager
Chief Data Architect	CTA
Enterprise Application Project Manager	Project Management Office Manager
Operations Managers	Service Delivery Managers

To enhance this multitiered framework, a complementary communication matrix has been established based on the County's organizational structure and requirements. This matrix substantiates that the County and HPES' leadership and operational teams are focused and informed on the needs of the County. Table 4 outlines the proposed stakeholder communication matrix to facilitate a strong communication and collaboration to advance County business and technical objectives.

**Table 4. Proposed Stakeholder Communications**

COMMUNICATION	PURPOSE/OBJECTIVE	FREQUENCY	AUDIENCE
Executive Meeting	HPES/County alignment of objectives and program escalations	Bimonthly, or as determined by the County participant	County CIO, HPES VP, SLED, and HPES AE
Program Status and Strategy	Program management overall program health	Weekly	County CIO, HPES AE
CIO Security Briefing	Briefing to County CIO on security strategy, initiatives, and status	Monthly	County CISO. HPES CISO and HPES security officer

<b>COMMUNICATION</b>	<b>PURPOSE/OBJECTIVE</b>	<b>FREQUENCY</b>	<b>AUDIENCE</b>
Executive Liaison Program Meetings	One-on-one communication between HPES AE and key County stakeholders to discuss vision and strategy. Intent is to make certain HPES is prepared to respond to County requirements.	Quarterly, biannually, or annually, as determined by the County participant	County GMs, ROV, DHR, County Council, and select elected officials, HPES AE and/or deputy AE
CTO Enterprise Architecture Meetings	Review enterprise architecture solution designs, annual updates to hardware and software standards for servers, and end-user compute devices, exceptions to standards via notice of decisions, vendor technology roadmaps	Weekly	County CTA, CTO IT Staff, GITMs, County agency and/or department representation, HPES CTA, HPES technology office and other HPES leaders, as needed
Enterprise Architecture Review	Reviews proposed architectural changes, large project designs, architectural issues	Weekly	County CTA, CTO IT staff, GITMs. HPES CTA, HPES technology office, and other HPES leaders, as needed
Network Architecture Meetings	Review network roadmaps and technology upgrades	Weekly	County CTA and other CTO IT staff, HPES CTA, and other HPES technical leaders, as needed, AT&T chief architect
Core Meeting	Preview enterprise solution designs (detailed walkthrough) and changes to standards	Weekly	County CTA, CTO IT staff and CISO, HPES CTA, HPES CISO, and other HPES leaders, as needed
Infrastructure Project Review	Provides schedule, issue, and status data for active infrastructure projects	Weekly	County CTA, GITMs, CTO IT staff, HPES CTA, HPES technology office, and other HPES leaders, as needed
Platform Status Reviews	Review project for critical County application platforms	Weekly	County CTA, CTO IT staff, HPES application development

COMMUNICATION	PURPOSE/OBJECTIVE	FREQUENCY	AUDIENCE
			leader and other HPES leaders, as needed
Portfolio Review	Provide review of high visibility, critical projects	Monthly	County CTA, GITMs, and CTO IT Staff. HPES business analysts, HPES deputy AE and other HPES leaders, as needed
Portfolio Steering Committees	Review portfolio and future plans	Quarterly	County GITMs, HPES business analysts, and other HPES leaders, as needed
ITPMO Review	Discuss processes and procedures related to project management and process improvement with CTO	Weekly	County CTO IT staff, CTA, HPES PMO and other HPES leaders, as needed
Quarterly Program Review	Provide program status, accomplishments, and operational data	Quarterly	County CTO IT staff, CTA and GITMs, HPES AE, deputy AE, and other HPES leaders, as needed
Service Delivery Operations	Mitigation/review of operation changes and issues with CTO	Biweekly	County CTO IT staff, CTA, HPES service delivery executive, and other HPES leaders, as needed
Service Delivery Operations Monthly	Mitigation/review of operation changes and issues with the CTO and GITMs	Monthly	County CTA, CTO IT staff, and GITMs, HPES service delivery executive, SDMs, and other HPES leaders, as needed
County Bricks (Technology Standards)	Document past, current, and future technology standards using Gartner's brick framework. Bricks guide solutions for the County and is updated when there are specific changes to a technology item.	As needed, triggered by product, vendor, or technology changes	County CTO IT staff, CTA, GITMs, HPES CTA, HPES technology office and other HPES leaders, as needed

<b>COMMUNICATION</b>	<b>PURPOSE/OBJECTIVE</b>	<b>FREQUENCY</b>	<b>AUDIENCE</b>
Voice of the Client (VOC) – Service Excellence Initiative	Includes self-assessed ratings pertaining to delivery and client satisfaction results based on client survey feedback; our objective is continual improvement of client satisfaction and retention	Yearly	County CTO IT staff, HPES VOC interviewer
Information Technology Improvement Needs Assessment (ITINA) Process	HPES provides support for the County enterprise IT project planning and budgeting process—prioritization, estimating, and selection for County enterprise IT initiatives	Yearly	County IT Planning Board, GITMs, CTO IT staff, HPES participants based on subject matter expertise

## **1.7 Offeror Response to Terms and Conditions Exception List and Redline**

### **1.7.1 Exception List**

The exceptions noted in previous proposal submissions are withdrawn based upon the final version of the terms and conditions negotiated by the parties. As such, HPES has no exceptions as part of this proposal submission.

## **1.8 Offeror Response to “Exhibit P: Schedule 8.1 License for Use of County Facilities and Property”**

HPES agrees to complete Exhibit P-Schedule 8.1 for Use of County Facilities and Property at time of award.

## **1.9 Appendix**

Exhibit A: Terms and Conditions

RFP 7189 Exhibit A:

Terms & Conditions

The exceptions/redlines noted in previous proposal submissions are withdrawn based upon the final version of the terms and conditions negotiated by the parties. As such, HPES has no exceptions as part of this proposal submission.